



Instructions on How to Access Online Resources in SATERN

1. Types of Online Resources..... 2

2. Accessing and Launching Online Courses 3

This job aid guides you through the steps to:

- a. Finding online courses: Browse or search topics using a simple or advanced method
- b. Launching Online Courses
- c. What is Web Accessibility?

3. How to Take a SkillSoft Course..... 6

This job aid covers the following topics:

- a. What you will see when using the SkillSoft Player
- b. Completing a Course
- c. Taking a Test

4. Accessing and Navigating in Books24x7..... 10

This job aid includes:

- a. Accessing Books 24x7 through SATERN
- b. A Quick Guide to Books 24x7 Referenceware® features

SATERN Help Desk

If you have technical problems with SATERN or a particular course or book, please contact the help desk:
1-877-NSSC-123 (877-677-2123) or NASA-satern.support@nasa.gov.



1. Types of Online Resources

You will find that there are several formats that SkillSoft resources are delivered. Below are descriptions of each:

- A **SkillSoft Course** is Web-based instructional content delivered to you on your computer. During the course you practice and are assessed on your mastery of skills and knowledge learned in the course. Instructional content includes business skills and information technology courses.
 - **Business Skills courses**
Business Skills courses present instructional content designed to enhance your knowledge of business oriented skills. SkillSoft business skills courses focus on behavioral skills (often called "soft skills") that are key to performance for all business professionals, regardless of job role. It also teaches the skills and knowledge that are relevant to the various functions in today's business organization.
 - **IT courses**
SkillSoft's latest IT content architecture that has been designed with the Internet in mind. It uses the versatility of the Web to present a broad range of e-Learning topics. IT content includes Ask My Mentor and Transcripts.
- **Job Aids** are tools and forms that complement and support the content presented in the course. They are designed for use after the course has been taken, and can serve as a guide for application of the skills learned in the course.
- **SkillBriefs** are condensed summaries of the instructional content of a course topic. SkillBriefs are designed to be used as an instant reference.
- A **SkillSoft Simulation (SkillSim)** is a technology-enabled simulation that puts you in an authentic business or professional situation.
- **Mentoring** is a service that offers you individual attention from vendor-certified professionals. This service is delivered through email, online chats, and threaded discussion groups, and is available 24 hours a day, 7 days a week.
- **Express Guides** are electronically-delivered equivalents of the student guides that IT professionals receive when they attend instructor-led training classes.
- A **Test Prep Exam** is a practice test that helps you prepare for a certification exam. A Final Exam is a test associated with a series of courses or learning path. You can take exams in two different modes - Study and Certification. Study mode is designed to maximize learning by providing feedback, while Certification mode is designed to mimic a certification exam.
- **Books24x7 Referenceware®** provides complete access to the full text of books, vendor documents, research reports and more.

Note: Only SkillSoft Courses, SkillSims, and Test Prep Exams are automatically recorded to your Learning History upon mastery. Job Aids, SkillBriefs, Mentoring, Express Guides, and Books 24x7 are self-study resources that do not record to your SATERN Learning History.

When you launch a Mentoring item, Express Guide, or Books 24x7, these items will automatically appear on your Learning Plan and will not be removed from your Learning Plan unless you remove them yourself. If you wish to remove these items from your Learning Plan after you have completed reviewing them, simply click the checkbox (under the "Remove" column) next to the item on your Learning Plan.



2. Accessing and Launching Online Courses

Here's what to do

a. Finding Online Courses

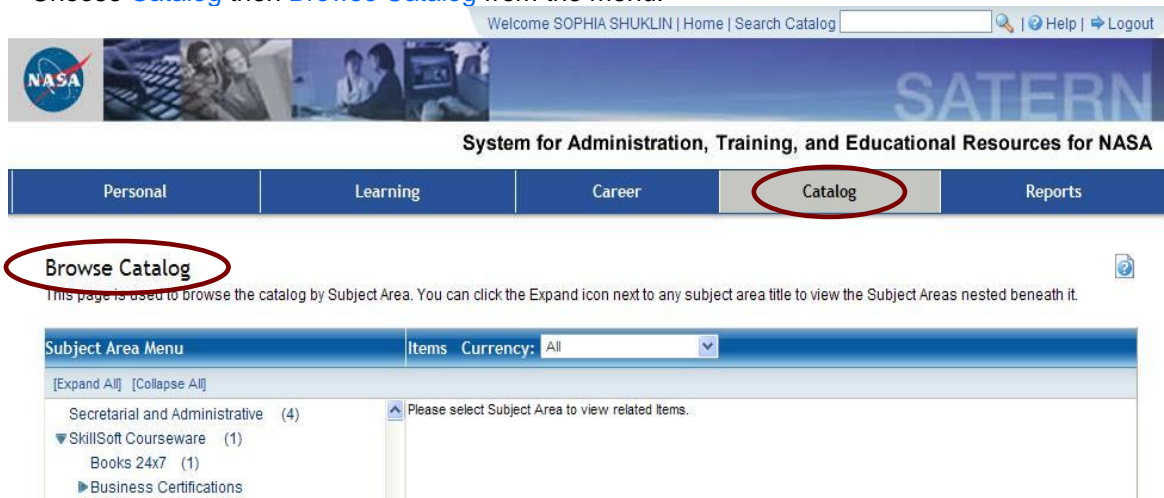
STEP1: There are 3 ways you can find an online course:

- A. Browsing
- B. Simple Search
- C. Advanced Search

Follow any of these steps to find online courses.

STEP 1A: Browsing

- Choose [Catalog](#) then [Browse Catalog](#) from the menu.

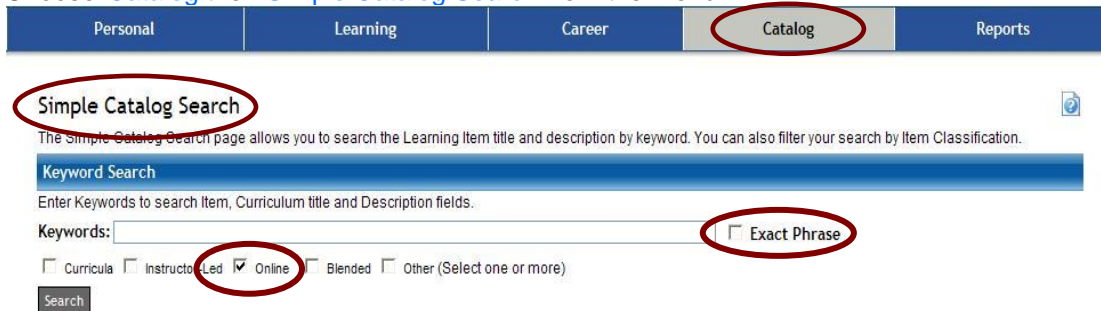


- Use the scroll bar to scroll to [SkillSoft Courseware](#).
- Click on ► to expand the available topics.
Note: There will be a slight delay until the topics appear.

-or-

STEP 1B: Simple Search

- Choose [Catalog](#) then [Simple Catalog Search](#) from the menu.



- Enter a topic in the [Keywords](#) field.
- Check/uncheck the [Exact Phrase](#) box if needed.
- Uncheck the [Curricula](#), [Instructor-Led](#), [Blended](#) and [Other](#) boxes to return only [Online](#) courses.
- Click on [Search](#) to get results.

-OR-

STEP 1C: Advanced Search

- Choose [Catalog](#) then [Advanced Catalog Search](#) from the menu.

- Enter data in any of the [Keywords](#) fields.
- Enter "SS-" in the [ID](#) field and change the drop-down to [Starts with](#).
- Uncheck the [Instructor-Led](#), [Blended](#), and [Other](#) box to return only [Online](#) courses
- Click on [Search](#) to get results.

b. [Launching Online Courses](#)

STEP 2: The SkillSoft Courseware subject area has several sub-topics or child subject areas. When browsing the catalog in the [Subject Area Menu](#), click on ► to expand the child subject areas and see the courses.

STEP 3: Click on the name of the course for a complete description.

STEP 4: Select [Launch Content](#) for the course you want to complete. Or you can click [Add to Learning Plan](#) to add the course to your learning plan to take at a future time. **Note:** After you click [Launch Content](#), the item is immediately placed on your Learning Plan. If you do not finish the course and need to resume it at a future date, simply go to your Learning Plan to locate the item and resume the course.

STEP 5: After launching the SkillSoft Course from the Content Structure page, if the Security Window displays, click [Yes](#).

STEP 6: A new browser window will appear. Learners will need to select one of the following:

☐ [Enable Web Accessibility](#)
([What is Web Accessibility?](#))

-OR-

[Play this Course](#)

Note: The first time that you launch a SkillSoft course, expect a longer-than-normal loading time. The SkillSoft Course Player is loading into your browser.



c. What is Web Accessibility?

Web Accessibility is SkillSoft's implementation of Section 508 compliance standards. SkillSoft software functions with several assistive technologies, which are any electronic or information technologies that allow individuals with disabilities to utilize information on a computer that they would not otherwise be able to access.

SkillSoft supports and promotes Web Accessibility in its software applications and courseware. SkillSoft supports the following assistive technologies:

- Screen reader software, a speech synthesizer technology that converts text to audio.
- Shortcut keys for all mouse actions.
- Alternative images to replace animated graphics.
- Elimination of screen refresh rates between 5Hz and 55Hz, which can cause seizures for some individuals.

Only choose to launch the Web Accessibility version of a course if you require the support of one or more of the technologies listed above.

Using JAWS

If you are using JAWS screen reader software with the SkillSoft Course Player, you must first ensure that your system is configured with the following software:

- JAWS 6.0, 6.2, or 7.0 (client or network). 7.0 is recommended
- Internet Explorer 6.x as your default browser
- JRE 1.4.2 or higher

You must also install the Java Access Bridge 1.2 or higher, (2.0.1 is recommended). The Java Access Bridge makes it possible for the Assistive Technology in SkillSoft courses to interact with the Windows operating system. No configuration on your part is required. You can download the Java Access Bridge at <http://java.sun.com/products/accessbridge/>.

If you fulfill all of these requirements, once you install the Java Accessibility Bridge, JAWS will work properly with the SkillSoft Course Player. No further action is required.

Enable JAWS Forms Mode

When using JAWS screen reader software, you must also enable Forms Mode in order to navigate some elements of the user interface.

1. Press the TAB key to navigate to a form field.
2. Press CTRL + INSERT + HOME and then press Enter.



3. How to Take a SkillSoft Course

This job aid covers the following topics:

- What you will see when using the SkillSoft Player
- Completing a Course
- Taking a Test

Some SkillSoft courses can be used for:

- Credit toward Undergraduate Degree Programs
- Continuing Education and Non-Credit Certificate Programs

For more information and program guidelines go to:


http://www.skillsoft.com/about/credit_programs/academic_credit_programs/

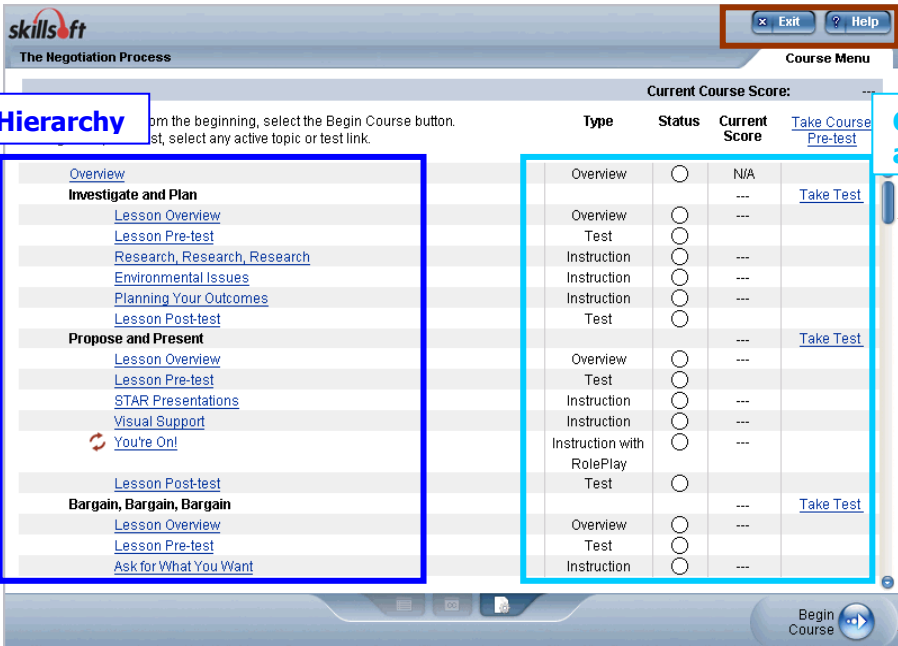
a. Here's what you will see when using the SkillSoft Player

Note: The first time that you launch a SkillSoft course, expect a longer-than-normal loading time. The SkillSoft Course Player is loading into your browser.

After the course is loaded the Course Menu will display.

Course Menu Screen:

From the Course Menu screen, you can either **begin to review the course content** or select **Take Test**. To leave the course, use the **Exit** button. For more information on how to use the SkillSoft Course Player, click on the **Help** button. **Note:** While viewing course content, the **Course Menu** button  will be available in the lower left corner of the Course player window to return to this screen.




Course Hierarchy

from the beginning, select the Begin Course button.
ist, select any active topic or test link.

Component Type and Status

Type	Status	Current Score	Take Course Pre-test
Overview	<input type="radio"/>	N/A	Take Test
Overview	<input type="radio"/>	---	
Test	<input type="radio"/>	---	
Instruction	<input type="radio"/>	---	
Instruction	<input type="radio"/>	---	
Instruction	<input type="radio"/>	---	
Test	<input type="radio"/>	---	Take Test
Overview	<input type="radio"/>	---	
Test	<input type="radio"/>	---	
Instruction	<input type="radio"/>	---	
Instruction	<input type="radio"/>	---	
Instruction with RolePlay	<input type="radio"/>	---	
Test	<input type="radio"/>	---	Take Test
Overview	<input type="radio"/>	---	
Test	<input type="radio"/>	---	
Instruction	<input type="radio"/>	---	













Begin Course 

The **left** side of the course menu displays the hierarchy of the course down to the topic level. It contains links that allow you to go directly to a particular topic.










The **right** side of the course menu provides information about each course component or allows you to take a specific test.



Navigation Buttons:

Control	Definition
 Course Menu	Displays the Course Menu in the Content Area.
 Return to Bookmark	When returning to the Course Menu of a topic you entered previously, the Return to Bookmark button displays on the right side of the Navigation Bar. You can use this button to enter the last page you were viewing when you exited the instructional content.
 Show Learning Points	Select to display the Learning Points dialog box. Use the Learning Points dialog box to view and navigate to the learning points in the selected topic.
 Hide Learning Points	Select to hide the Learning Points dialog box.
 Show Captions	Select to show the page notes (captions) dialog box. Note: This feature is not available for all content.
 Hide Captions	Select to hide the page notes (captions) dialog box. Note: This feature is not available for all content.
 Show Resources	Select to show the resources dialog box.
 Hide Resources	Select to hide the resources dialog box.
 Auto Advance On	Turns on the Auto Advance feature. If Auto Advance is on, the page automatically advances to the next page. Note: This feature is not available for all content.
 Auto Advance Off	Turns off the Auto Advance feature. If Auto Advance is off, you have to navigate to the next page by clicking the Next Page button. Note: This feature is not available for all content.
 Turn Audio Off	Turns the audio off during the current course play session.
 Turn Audio On	Turns the audio on during the current course play session.



 Previous Page	Displays the previous page in the course.
 Play	Plays the audio track if the page contains audio. Plays the video and audio if the page is a recorded session. Note: If the audio or video is in paused mode, then the button changes to Pause.
 Pause	Pauses the audio track if the page contains audio. Pauses the video and audio if the page is a recorded session. Note: If the audio or video is in play mode, then the button changes to Play.
 Replay	Replays the audio track if the page contains audio. Replays the video and audio if the page is a recorded session. Note: If the audio or video is in play mode, then the button changes to Pause.
 Begin Course	When viewing the Course Menu , the Begin Course button is displayed on the right side. You can use this button to navigate to the first page of the course. If you have previously entered a topic in the course, the Return to Bookmark button replaces the Begin Course Button.
 Next Page	Displays the next page in the course.
 Skip Topic	<i>Select to skip to the next topic in a course.</i>
 Exit	Select to exit the SkillSoft Player. Note: Upon clicking Exit, a confirmation dialog displays. Click Yes to exit or No to cancel the exit command and continue.
 Help	Select to open the SkillSoft Player Help.

b. Completing a Course

To complete a course, you must achieve a Course Score of 70% or better. *This could vary depending on the course requirements.* The Course Score is displayed in the top right area of the Course Menu. You can take the lesson and topic tests as you go through the course, click the individual **Take Test** links in the Course Menu, or click the **Take Course Test** link in the Course Menu. If you reach the last page of the course, click the Course Menu button to return to the Course Menu page, check your Course Score, and click the **Exit** button to leave the course.



After completing an Express Guide or Mentoring item and you wish to remove it from your Learning Plan, you may remove the item yourself. If a Supervisor or Administrator assigned an Express Guide or Mentoring item, then you will have to contact either the Supervisor or Administrator to have the item removed.

c. Taking a Test



Whether you select a test link from the Course Menu, or you navigate through the instructional content, you'll always encounter a Test Transition/Summary page from which you'll launch the actual course test.

Beginning a Test


Select the **Begin Test** button to start the test.

After you start a test, the SkillSoft Course Player presents a series of questions. You can choose to answer the question when it is displayed or you can choose to answer the question later.

To answer a question, check the appropriate answer(s) (for multiple choice type questions) or drag and drop the appropriate answers (in matching questions).

- Select  when you are satisfied with your answer.
- Select  to proceed to the next question.

Ending a Test

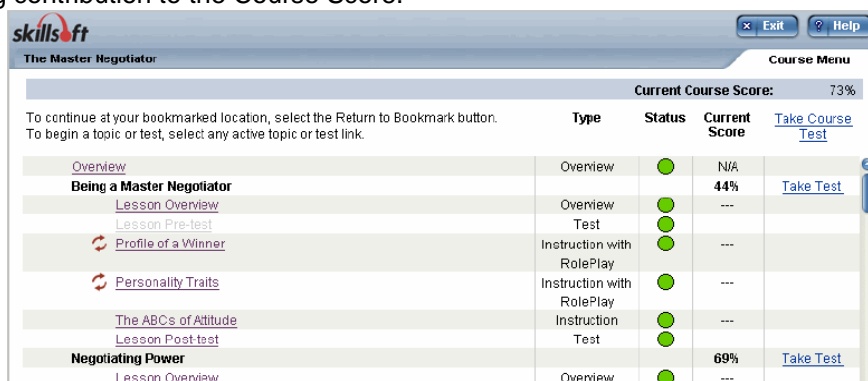
Upon completion of a test, the Test Summary screen displays. You can review any topic covered in the test by selecting the appropriate link. You can retake the entire test or a topic test by selecting the applicable Retake Test link. If you are finished with the test, you can return to the Course Menu page by selecting the Course Menu  button.

Note: The ability to retake a test can vary depending on the course.

Test Options

There are several options available to you when taking tests. You can choose to take a full course test or segments of the test by lesson or topic. If you decide to take topic or lesson tests, your results contribute towards the completion of the course test. You can choose to answer questions later and review your progress on the Test Status page.

In the example shown below, you can see that portions of each topic test have been completed and their resulting contribution to the Course Score.



The Master Negotiator				
Course Menu				
Current Course Score: 73%				
To continue at your bookmarked location, select the Return to Bookmark button. To begin a topic or test, select any active topic or test link.				
	Type	Status	Current Score	Take Course Test
Overview	Overview		N/A	
Being a Master Negotiator			44%	Take Test
Lesson Overview	Overview		---	
Lesson Pre-test	Test		---	
Profile of a Winner	Instruction with RolePlay		---	
Personality Traits	Instruction with RolePlay		---	
The ABCs of Attitude	Instruction		---	
Lesson Post-test	Test		---	
Negotiating Power			69%	Take Test
Lesson Overview	Overview		---	

Scoring

Your Overall Course Score is the average of the current test scores for each lesson. Lesson tests that you have not taken are scored as zero until you complete the test. To take the Lesson tests all at once, click the **Take Course Test** link in the [Course Menu](#).

Example: A course with three lessons has three lesson tests. Your overall score at any given time is the average of the current test results recorded for all three tests. For example, if you score 85% on the first test, 95% on the second test, but have not yet taken the 3rd test, your Overall Score is 60% $((85 + 95 + 0)/3)$.

4. Accessing and Navigating in Books24x7

This job aid includes:

- Accessing Books 24x7 through SATERN
- A Quick Guide to Books 24x7 Referenceware® features

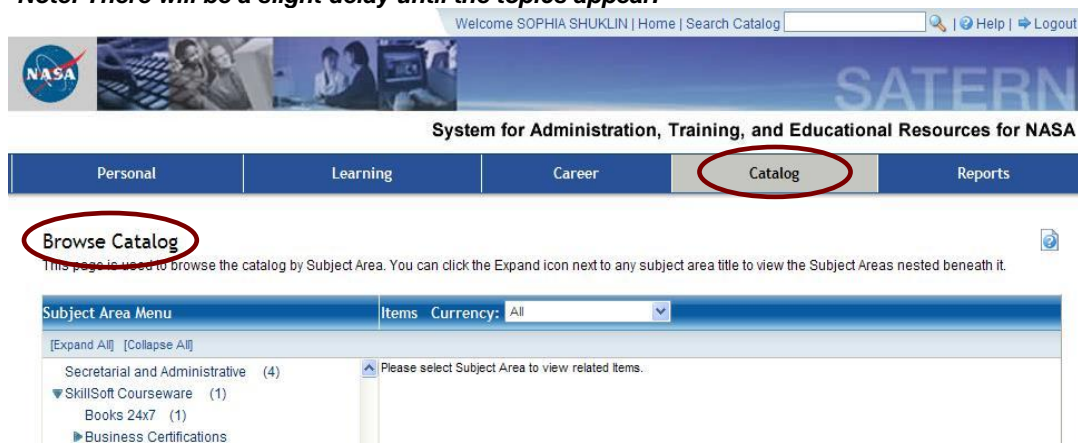
Here's what to do

STEP 1: Choose **Catalog** then **Browse Catalog** from the menu.

STEP 2: Use the scroll bar to scroll to **SkillSoft Courseware**.

STEP 3: Click on ► to expand the available topics.

Note: There will be a slight delay until the topics appear.



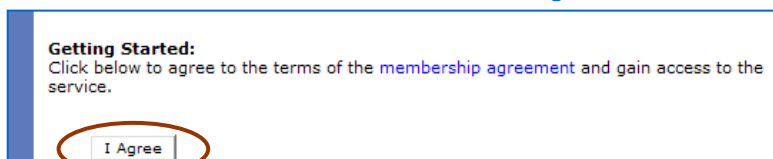
STEP 4: Click on **Books 24x7** in the Subject Area Menu.

STEP 5: Select **Launch Content**.

Note: After you click **Launch Content**, Books 24x7 is immediately placed on your Learning Plan. To quickly locate Books 24x7 the next time you login, go to your Learning Plan to quickly locate the Books 24x7 item. You are not able to add individual books from Books 24x7 to your Learning Plan in SATERN.



STEP 6: On the new Books 24x7 browser window, Click **I Agree**.



STEP 7: From the Home Page you can browse topics, review new books, and see a list of the most popular top titles.

STEP 8: You can enter a search word or phrase in the **Search** box.

OR

Use the **Browse Topics** box to drill down and select a list of books on a particular subject.

Note: If logged out, you must use SATERN's link to access Books24x7 again.

